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## **EXPERIENCE**

### **SUNY Learning Network, Albany, NY**

*Senior Instructional Designer - September 2008 to present*

Provide instructional design direction and support to campus-based instructional designers, faculty, and program initiatives. Evaluate and improve the faculty development process, moving theory to practice by interpreting, implementing, disseminating, and refining best practices in online and blended instruction. Design and deliver face-to-face and Web-based training for beginning and experienced faculty, incorporating andragogical and heutagogical principles into the creation of training materials and delivery of workshops. Act as system liaison to Eduventures, providing a supporting framework for system-wide evaluation and research initiatives. Monitor course quality through evaluation and implementation of established rubrics. Track the instructional design development process, monitor ongoing courses, and troubleshoot problems in applied instructional technologies. Develop and monitor new initiatives and programs related to the support of best practices in instructional design.

### **University Without Walls, Skidmore College, Saratoga Springs, N.Y.**

*Instructional Technologist - October 2001 to August 2008*

Directed all instructional technologies and student support services related to distance education. Researched, evaluated and implemented technology solutions for use in online courses and course components. Provided support to University Without Walls students, faculty, and alumni to facilitate online community and retention. Worked closely with faculty to translate andragogical approaches into individualized course Web interfaces. Identified and researched industry trends in online and blended learning. Provided support for all technology related to the delivery of online courses. Developed and supported the Antigua student exchange and all initiatives related to Caribbean student services. Worked closely with faculty and staff to develop individualized programs of studies for adult students at a distance. Developed and delivered the Summer Faculty Institute, a weeklong faculty workshop on andragogical approaches to online learning. Designed and implemented an academic Web portal to interface with Oracle applications. Promoted University Without Walls through presentations and workshops at national and international conferences. Served as the lead representative of online learning at Skidmore at regional, national and international conferences as well as campus committee meetings.

### **Skidmore College, Saratoga Springs, N.Y.**

*Coordinator of Training and Documentation - September 1998 to October 2001*

Managed the design, implementation and distribution of computer training and support materials. Researched and explored new approaches to user training and computer-user interaction. Worked with Human Resources to evaluate performance objectives and provide enhanced learning opportunities across campus. Worked closely with the faculty, providing consultation, training and technical support in planning and developing online instructional materials. Worked closely with University Without Walls faculty and staff to further the integration of technology into the distance education program. Provided a free flowing exchange of information pertaining to the Web and new media through featured seminars. Provided general support for administrators, support staff and students in Web development and design; instructional technology; office applications; communications software and utilities. Developed and delivered in-depth programs, including the Summer Faculty Institute, January Administrative Institute and Faculty Web Workshop. Taught technology applications and information design to students in the Mathematics and Computer Science, English, Biology, Philosophy and Religion, Classics and Business departments.

**Documentation Strategies, Rensselaer, N.Y.**

*Graphics Specialist and Information Architect - July 1997 to September 1998*

Was responsible for all consulting relating to new media and informational graphics. Designed and produced publications and presentations; including annual reports, manuals, marketing material, books, signage and online documentation. Developed graphic style guides and procedures manuals for internal and external materials. Designed training materials, including online courseware and multimedia presentations. Designed structure and presentation of Web sites and online information. Coordinated proposal negotiation with clients, external vendors and outside contractors. Clients included New York State Division of the Budget, The New York State Museum, New York State Historical Archives, Krackeler Scientific and Empire Corporate Federal Credit Union.

**Federal Reserve Bank of New York, New York, N.Y.**

*Senior Graphics and Publications Specialist - November 1994 to July 1997*

Coordinated design and production of publications, including the *Annual Report*, quarterly *Economic Policy Review*, *Quarterly Performance Report*, and monthly economic newsletter. Provided new design ideas and supported ongoing projects from concept to completion. Developed structure, content and design for internal and external Web sites. Worked with all areas of the Bank, coordinating and cataloging all content used in publications. Worked with outside printers and vendors on the production of publications, including commissioning artwork and obtaining bids for service. Managed creative staff, writing performance appraisals and developing training strategies. Provided senior management with monthly budget analysis and employee time report. Served on system-wide planning committee, developing the conference agenda and course structure for the National Editors and Designers annual conference. Acted as conference Chair, 1995 and 1996.

*Senior Graphic Designer - February 1992 to November 1994*

Was responsible for the design and production of reports, publications, presentations and in-house promotions. Developed structure, content and design for internal and external Web sites. Worked extensively with banking professionals, providing support in data representation techniques and presentation.

**Wells Rich Greene BDDP, New York, N.Y.**

*Informational Graphics Specialist - April 1991 to February 1992*

Designed Informational Graphics for the Sales Promotion Group. Worked extensively on IBM and Hertz accounts, designing and producing collateral materials. Developed and produced publications, presentations and standards for in-house. Designed, wrote and produced curriculum guides and trained staff in computer graphics and desktop publishing software.

**The Blackstone Group, New York, N.Y.**

*Graphics Specialist - March 1990 to April 1991*

Was responsible for initial development of all in-house graphics capabilities, procedures and standards. Supervised design and production of presentations, promotions and publications. Researched and evaluated hardware/software options for computer graphics applications. Provided support in data representation techniques and presentation. Hired and supervised freelance personnel.

**Federal Reserve Bank of New York, New York, N.Y.**

*Visual Aids Assistant - July 1988 to April 1990*

Produced charts, graphs, maps and other visual aids for use in reports, publications, presentations and in-house promotions.

**The Conference Board, New York, N.Y.**

*Staff Chartist - August 1987 to July 1988*

Designed and produced charts, maps, schematics, flow charts and technical drawings for corporate presentations and publications.

**EDUCATION**

New York University, Gallatin School of Individualized Study, New York, N.Y.

B.A. in Informational Analysis and Design

Nova Southeastern University, Ft. Lauderdale, Fla.

M.S. in Instructional Technology and Distance Education

**TEACHING**

**Empire State College, Saratoga Springs, N.Y.**

*Instructor for CUL223054: Digital Storytelling – Spring 2009 online*

Intermediate class exploring the use of new tools and frameworks applied to the ancient art of storytelling. Students are required to produce multimedia based personal narratives.

**Skidmore College, Saratoga Springs, N.Y.**

*Guest Lecturer on the topics of instructional design, instructional technology, geographic information systems, Web mapping, hypertext, hypertext narrative, electronic performance art and design, interface design, data literacy, information literacy, information architecture and design, information visualization.*

*Instructor for UWW0701: Environmental Conservation with GIS – Fall 2007 online*

Intermediate class in environmental planning and land preservation. Students are required to master basic skills in geographic data analysis and display.

*Instructor for ID100: Information Design and the Web – Spring 2001*

Intermediate class in information design and Web architecture. Students are required to develop data driven websites with accessible user interfaces.

*Instructor for UWW Information Literacy Course – Fall 2002, 2003, 2004, 2005, 2006 online*

Introductory class in locating, evaluating and citing online resources.

*Supervisor for UWW Independent Study Courses - Fall 2000 to present*

Student topics: hypertext narrative, information architecture, technical writing and experience design.

## TECHNICAL APPLICATION AND PROGRAMMING SKILLS

Proficient in Apple, Windows and UNIX environments. Avid explorer of GIS and social computing technologies.

Applications/Languages: Access, Acrobat, Ad Astra, ArcGIS, Angel, Blackboard, Camtasia, Captivate, ColdFusion, CorelDraw, CSS, DeltaGraph, DHTML, Dreamweaver, Excel, Fame, Fireworks, Flash, FrameMaker, Freehand, Freelance, FrontPage, Groupwise, HomeSite, HotDog Pro, HTML, Illustrator, ImageReady, Javascript, Jing, Mapedit, Media Wiki, Moodle, Moveable Type, Oracle Discoverer, PageMaker, Photoshop, Powerpoint, Quark Xpress, SGML, Streamline, Structured Authoring, TelaGraph, Telnet, Toolbook, WebCT, Word, WordPerfect, Wordpress, XHTML, XML.

## ASSOCIATIONS

Member of the Graphic Artists Guild, Society for Technical Communication, Association for the Advancement of Computing in Education, Adult Higher Education Alliance, Sloan Asynchronous Learning Network and the E-Learning Guild.

## AWARDS

Outstanding Service Award, 2008, Society for Technical Communication  
Outstanding Service Award, 2007, Society for Technical Communication  
Associate Fellow, 2007, Society for Technical Communication  
Outstanding Service Award, 2006, Society for Technical Communication  
Outstanding Service Award, 2003, Society for Technical Communication  
Outstanding Service Award, 2001, Society for Technical Communication  
Presidential Merit Award for Excellence, 1996, Federal Reserve Bank of New York

## SPECIAL PROJECTS

### **Conference Manager, Education Team**

*Society for Technical Communication – June 2007 to present*

Direct all educational programming for the annual Technical Communication Summit, including all certificate sessions and themed institutes. Select keynotes, institute leaders and invited speakers. Work with the Program Committee Manager and Deputy to provide oversight on the solicited proposal review process. Provide regular updates to the Director of Education for the Society.

### **Program Committee Manager, Education Team**

*Society for Technical Communication – June 2006 to May 2007*

Developed and managed the solicited proposal review process for the Technical Communication Summit. Reviewed trends and research in the industry in order to restructure the entire conference to meet industry and member expectations. Created a new conference model that was adapted by the Director of Education and implemented by the Program Committee.

**Web 2.0 Tools in Higher Education**

*NITLE Seminar at Skidmore College, May 2007*

**Digital Storytelling**

*NITLE Seminar at Skidmore College, January 2007*

**Center for e-Learning and e-Literacy**

*Director of Instructional Design, July 2006 to present*

**Teaching and Learning with GIS**

*Middlebury College, June 2005*

**PRESENTATIONS**

***The Evolution of Instructional Technology: Survival of the Fittest?***

**Empire State College, April 2009**

Keynote presentation on the historical overlap of educational theories and applied technologies.

***The E-Learning Design Process***

**STC Southern Arizona Chapter, March 2009**

Keynote presentation on E-learning instructional design best practices.

***Tag! You're It!***

**Distance Teaching and Learning, August 2008**

Presentation on the role of information visualization tools in the development of individual presence in online learning environments.

***Social Bookmarking Applications in Higher Education***

**Distance Teaching and Learning, August 2008**

Half-day workshop on the integration of social bookmarking tools into online and blended courses.

***Turning Pedagogy into Practice***

**NERCOMP Teaching Faculty to Teach Online, April 2008**

Presentation on Skidmore College's unique approach to faculty training and online course development.

***Moving to E-Learning the Scholarly Way***

**Lavacon, October 2007**

Presentation on instructional design theories and modes of learning for managers tasked with moving training materials online.

***The Role of Professor: Archetype, Anachronism, or Work-in-Progress***

**Sloan ALN Conference, 2007**

Panel discussion on the changing role of faculty in online teaching and learning.

***Social Bookmarking Applications in Higher Education***

**Distance Teaching and Learning, August 2007**

Half-day workshop on the integration of social bookmarking tools into online and blended courses.

***Visualizing Information***

**Cambridge University, UK, June 2007**

Presentation on the integration of analytic discourse and visual thinking into data representation.

***Tools vs. Humanity***

**Society for Technical Communication, May 2007**

Panel discussion on the value of technical skill sets versus people skills in professional development and career advancement.

***Instructional Design Showcase***  
**SUNY MID Summit, March 2007**

Panel presentation on best practices in online course design and faculty training.

***GIS: The Visual Display of Spatial Data***  
**IEEE Professional Communication, October 2006**

Presentation on the value of integrating GIS technologies and data representation techniques into the technical communication skill set.

***Developing a Successful Conference Proposal***  
**Society for Technical Communication, May 2005**

Panel discussion on the proposal writing process for presenting papers and workshops for international audiences within the technical communication industry.

***I'm Not a Tech Writer***  
**Society for Technical Communication, May 2005**

Workshop on changing careers in technical communication, with an emphasis on creativity and character mapping.

***Bank Street Versus the Chalkboard***  
**Society for Technical Communication, May 2005**  
**Adult Higher Education Alliance, October 2001**

Presentation on the progressive education movement and the application of the Bank Street School pedagogical approach to teaching online.

***Back to the Drawing Board: Foundations for Effective Visual Communication***  
**Society for Technical Communication, May 1999, 2000, 2001, 2005; October 2000**

Full-day post-conference workshop focused on creativity, perception and visual thinking.

***The University Without Walls Faculty Institute: Learning from Success***  
**Sloan ALN Conference, November 2002**

Presentation highlighting the methodology of, and culmination of work from, the UWW Summer Faculty Institute.

***Collaborating with Technology, May 2002***  
**Union College**

Spotlight presentation on the integration of technology into the Skidmore College Curriculum.

***Tapping into Creativity***  
**Society for Technical Communication, May 1999, 2000, 2001, 2004**

Panel discussion on the integration of creativity into technical communication solutions.

***Green Eggs and Ham***  
**Society for Technical Communication, March 2001**

Presentation on current challenges in single sourcing and interface design.

***Making the Complex Clear and Pretty***  
**Society for Technical Communication, May 1999**

Presentation on defining the value of graphic design in the information design profession and skill set.

***Information Technologists at Work***  
**Skills and Education for the Information Technologist, September 1997, RPI**

Presentation on career paths for technical communication professionals.